

Program B: Criminal Investigations**OBJECTIVES AND PERFORMANCE INDICATORS**

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2002-2003. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document.

The continuation level performance values shown in the following standard performance tables reflect the agency's continuation level budget request.

The objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2002-2003. Specific information on program funding is presented in the financial section.

DEPARTMENT ID: Department of Public Safety and Corrections
 AGENCY ID: 08-419 Public Safety Services - Office of State Police
 PROGRAM ID: Program B: Criminal Investigations

1. (KEY) Through the Detective Section, to initiate a minimum of 438 criminal investigations in FY 2002-2003

Strategic Link: This objective partially accomplishes Strategic Objective I.1: *To increase the number of criminal investigations 10% by FY 2006.y June 30, 2002.*

Louisiana: *Vision 2020 Link: This objective contributes to Vision 2020 Objective 3.3: To have safe homes, schools and streets throughout the state.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Number of criminal investigations initiated ¹	600	504 ²	577 ²	577 ²	438 ³	438 ³

¹ In previous fiscal years, the Detective Section used an indicator named "Number of cases opened." The indicator has been renamed but reflects the same information. Upon receiving information or a new complaint, an investigator determines whether further investigation is warranted. If the investigator determines that the information has merit, he will obtain a case number and initiate an investigation.

² This actual includes 70 insurance fraud cases. Beginning in FY 2001-2002 insurance fraud cases will be reported separately. In its FY 2001-2002 Performance Progress Report, the department reported that, although its second quarter target or midyear target is 289, it had initiated only 193 criminal investigations. This difference is due to the fact that the number of commissioned personnel in the Detective Section has decreased over the past year due to resignation, retirement and transfer and most of those vacant positions have not been filled. However, the department has not lowered the fourth quarter performance target for this indicator and still projects a yearend figure of 577.

³ The decrease from FY 2001-2002 performance standard and the values shown for continuation level and proposed performance standard is based on FY 2000-2001 actual performance and excludes insurance fraud cases.

See the General Performance Information table that follows this objective for additional information on Detective Section.

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GENERAL PERFORMANCE INFORMATION: DETECTIVE SECTION					
PERFORMANCE INDICATOR NAME		PERFORMANCE INDICATOR VALUE			
		PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00
Number of criminal investigations initiated	²	226	387	578	681
Number of cases closed	³	197	282	558	659
Percentage of cases closed		87.1%	72.8%	96.5%	96.7%
Number of felony arrests	¹	265	322	564	640
Number of other agency assists	⁴	1,274	1,200	2,552	3,970
Value of stolen property recovered		\$1,354,802	\$2,453,370	\$3,679,652	\$4,090,007

¹ Criminal investigations initiated (cases opened) - The determination, upon review of a complaint or information, that further investigative action is necessary. If further investigation is warranted, a case number is drawn for reference and tracking purposes.

² Criminal Investigations Closed (Cases Closed) - Cases are considered closed when a determination has been made that no further investigation effort is needed. Cases are closed when arrests occur, the information or complaint is unfounded, the case is referred to another law enforcement agency, or it is closed administratively when a case is unable to be resolved.

³ Excludes narcotics arrests. See objective 2 for information on narcotics arrests.

⁴ Other Agency Assist - Requested information or other assistance given to another law enforcement agency.

DEPARTMENT ID: Department of Public Safety and Corrections
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2. (KEY) Through the Narcotics Section, to initiate a minimum of 642 criminal investigations in FY 2002-2003.

Strategic Link: This objective partially accomplishes Strategic Objective I.1: *To increase the number of criminal investigations 10% by FY 2006.*

Louisiana: Vision 2020 Link: *This objective contributes to Vision 2020 Objective 3.3: To have safe homes, schools and streets throughout the state.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Number of criminal investigations initiated ¹	420	636 ²	405 ²	405 ²	642	642

¹ In previous fiscal years, the Detective Section used an indicator named "Number of cases opened." The indicator has been renamed but reflects the same information. Upon receiving information or a new complaint, an investigator determines whether further investigation is warranted. If the investigator determines that the information has merit, he will obtain a case number and initiate an investigation.

² The section changed the shift hours, which in turn created more cases being opened. The increase is based on FY 2000-2001 actual performance. In its FY 2001-2002 Second Quarter Performance Progress Report, the department indicated that it had exceeded its second quarter or midyear target (203) by 49.3%, with 303 criminal investigations initiated. The department noted that these statistics are consistent with prior year trends and that performance standards for this activity need to be updated.

See the General Performance Information table that follows this objective for additional information on Narcotics Section.

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GENERAL PERFORMANCE INFORMATION: NARCOTICS SECTION					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUE				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Number of criminal investigations initiated ¹	Not Available	397	400	629	636
Number of criminal investigations closed ²	397	303	330	534	595
Percentage of investigations closed ²	81.3%	77.6%	82.5%	84.3%	82.5%
Number of narcotics arrests	845	1,045	869	798	960
Value of narcotics seized	\$17,505,755	\$3,605,545	\$102,432,204	\$34,415,304	\$25,553,388

¹ Criminal investigations initiated (cases opened)- The determination, upon review of a complaint or information, that further investigative action is necessary. If further investigation is warranted, a case number is drawn for reference and tracking purposes.

² Criminal Investigations Closed (Cases Closed) - Cases are considered closed when a determination has been made that no further investigation effort is needed. Cases are closed when arrests occur, the information or complaint is unfounded, the case is referred to another law enforcement agency, or it is closed administratively when a case is unable to be resolved.

DEPARTMENT ID: Department of Public Safety and Corrections
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3. (KEY) The Detective and Narcotics Sections will increase the number of fugitives apprehended by 2% over the actual FY 2000-2001 level (162) in FY 2002-2003.

Strategic Link: This objective partially accomplishes Strategic Objective I.1: *To increase the number of criminal investigations 10% by FY 2006.*
 Louisiana: Vision 2020 Link: *This objective contributes to Vision 2020 Objective 3.3: To have safe homes, schools and streets throughout the state.*
 Children's Cabinet Link: Not Applicable
 Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Number of fugitives apprehended	Not Applicable ¹	162	Not Applicable ¹	160 ¹	165	165

¹ This is a new indicator. It did not appear under Act 11 of 2000 or Act 12 of 2001 and has no performance standards for FY 2000-2001 and FY 2001-2002. The value shown for existing performance standard is an estimate of yearend performance, not a performance standard.

DEPARTMENT ID: Department of Public Safety and Corrections
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4. (KEY) Through the Insurance Fraud Section, to initiate a minimum of 179 criminal investigations in FY 2002-2003.

Strategic Link: This objective partially accomplishes Strategic Objective I.1: *To increase the number of criminal investigations 10% by FY 2006.*

Louisiana: *Vision 2020 Link:* This objective contributes to *Vision 2020* Objective 3.3 : *To have safe homes, schools and streets throughout the state.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Number of criminal investigations initiated ¹	Not Applicable ²	70	170 ³	170 ³	179	179

¹ In previous fiscal years, the Insurance Fraud Section used an indicator named "Number of cases opened." The indicator has been renamed but reflects the same information. Upon receiving information or a new complaint, an investigator determines whether further investigation is warranted. If the investigator determines that the information has merit, he will obtain a case number and initiate an investigation.

² This was a new performance indicator for FY 2001-2002. It did not appear under Act 11 of 2000 and has no performance standard for FY 2000-2001. The section was established in July 1999 but was in operation for only six months of that fiscal year.

³ Insurance Fraud is a new section. This section received 13 personnel and was fully staffed with 11 additional investigators at the end of August. The impact of the additional personnel was not realized until September 2001 because of initial orientation and training. As a result, the department reported in its Second Quarter Performance Progress Report that, although it had a second quarter target of 85, it actually initiated 70 criminal investigations.

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GENERAL PERFORMANCE INFORMATION: INSURANCE FRAUD SECTION					
	PERFORMANCE INDICATOR VALUE				
PERFORMANCE INDICATOR NAME	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00 ¹	PRIOR YEAR ACTUAL FY 2000-01
Number of felony arrests	Not Applicable	Not Applicable	Not Applicable	55	51
Number of cases opened ²	Not Applicable	Not Applicable	Not Applicable	59	70
Number of cases closed ³	Not Applicable	Not Applicable	Not Applicable	56	55
Percentage of cases closed ³	Not Applicable	Not Applicable	Not Applicable	94.9%	78.6%
Number of other agency assists ⁴	Not Applicable	Not Applicable	Not Applicable	215	234
Value of potential insurance dollars recovered	Not Applicable	Not Applicable	Not Applicable	\$154,000	\$190,551,637 ⁵

¹ The Insurance Fraud Division was in operation only for six months during this reporting period.

² Criminal investigations initiated (cases opened) - The determination, upon review of a complaint or information, that further investigative action is necessary. If further investigation is warranted, a case number is drawn for reference and tracking purposes.

³ Criminal Investigations Closed (Cases Closed) - Cases are considered closed when a determination has been made that no further investigation effort is needed. Cases are closed when arrests occur, the information or complaint is unfounded, the case is referred to another law enforcement agency, or it is closed administratively when a case is unable to be resolved.

⁴ "Other agency assists" includes provision of requested information or other assistance given to another law enforcement agency.

⁵ The large amount of dollars recovered is partially due to an extraordinary case which resulted in a potential recovery of \$177 million.

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5. (KEY) Through the Investigative Support Section (ISS), to maintain computer forensic analysis at the actual FY 2000-2001 level (7).

Strategic Link: This objective partially accomplishes Strategic Objective I.2: To increase the collection of criminal activity information 5% by increasing the development of both external and internal Louisiana: *Vision 2020 Link*: This objective contributes to *Vision 2020* Objective 3.3: *To have safe homes, schools and streets throughout the state.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: Electronic evidence is often times the deciding factor in a criminal or civil action. Cases involving trade secrets, commercial disputes, employment discrimination, misdemeanor and felony crimes, and personal injury can be won or lost solely with the introduction of recovered e-mail messages and other electronic files and records. If an attempt has been made to delete, erase, or otherwise hide critical evidence, our data recovery professionals can search and retrieve the missing information.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Number of computers forensically analyzed	Not Applicable ¹	7	Not Applicable ¹	7 ¹	8	7 ³
K	Percentage increase in the number of computers analyzed	Not Applicable ²	Not Available ²	Not Applicable ²	0% ²	14%	0% ³

¹ This is a new indicator. It did not appear under Act 11 of 2000 or Act 12 of 2001. The value shown for existing performance standard is an estimate of yearend performance, not a performance standard.

² This is a new indicator. It did not appear under Act 11 of 2000 or Act 12 of 2001. The department indicates that no actual figure is available for FY 2000-2001. The value shown for existing performance standard is an estimate of yearend performance, not a performance standard.

³ The agency states that it will have to maintain a total of 5 vacancies in the Criminal Program in order to absorb the expenses related to increased employer share of group benefits. The proposed performance standard reflects leaving one position vacant in this section to absorb this expense. This is in addition to another four positions in other sections of ISS that will remain vacant, for which performance is not shown in the Executive Budget.